

Statement to CBC News from Dr. M. Sra, owner of Southglen Veterinary Hospital

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When taking a pet to the veterinarian it is important for pet owners to understand the procedures and services the veterinarian is providing and how this will affect the bill. For more expensive procedures, it's important to ask the veterinarian for an estimate and review it together so it is clear what exactly is being offered. For instance, if a veterinarian recommends a tooth extraction, a pet owner should ask them to explain all the steps and procedures involved. This might include anesthesia, blood work, IV fluids during surgery, cleaning of all teeth while the pet is anesthetized, pain management, hospital stay charges etc. Also the veterinarian should be asked if there are less costly alternatives, and how these might affect the pet's health. Doing this will allow for a more clear comparison of cost estimates between different clinics. It will also help the pet owner understand why one veterinarian may recommend certain options (such as blood work or cleaning of teeth) while another may not offer them in order to reduce the cost of the procedure.

At Southglen, when we provide an estimate for a client, we include all the steps and procedures we think is best for a pet's health. However, we are always open to then work with the owner and their budget. If a client expresses concern that the cost of the procedure is outside of their budget, we will review the quote and determine if there are some services that can be removed that will not be put the pet at undue risk. But, the owner must clearly understand the risks of removing such services. We encourage clients to ask questions about the estimate provided to make sure they are aware of all the charges.

At Southglen, we are always striving to provide the best possible medical care for your pet and are always more than happy to work with pet owners and their budgets.

Most veterinarians review the MVMA fee guide and set their prices accordingly.

Thank you
Dr. M. Sra